



PROTOCOL ASSISTANT

The U.S. Embassy in Canberra is seeking an individual for the position of Protocol Assistant in the Protocol Office.

Salary: A\$71,819 p.a.
Hours: Full time 40hours/week

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

1. Completion of Year 12 (Higher School Certificate/High School Diploma) is required.
2. Minimum of four years progressively responsible administrative experience is required. At least two of those years must have been as a secretary or personal assistant to an executive-level employee with business or official entertaining responsibilities is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. A solid understanding and knowledge of protocol standards and etiquette as practiced in Australian society, government and the diplomatic community and consistent with other international protocol standards is required.
5. Excellent writing skills are required.
6. Excellent organization, customer service, interpersonal, and communication skills are required.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: usaembrhro@state.gov by **July 27, 2012**

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

POSITION TITLE: PROTOCOL ASSISTANT	POSITION GRADE LE-8 (STARTING SALARY A\$71,819)
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DUTIES AND RESPONSIBILITIES

Basic Function of the Position

Under the supervision of the Protocol Professional Associate, provide protocol support to the Chief of Mission (COM), Deputy Chief of Mission (DCM), and other senior officers of the American mission in Australia. Liaises with protocol officials in the Government of Australia and other diplomatic missions in Canberra. Coordinates work with "Official Residence Expense" (ORE) staff in the Chief of Mission's Residence (CMR) and the Deputy Chief of Mission's Residence (DCR); with the Front Office OMSs; and with other Mission employees as necessary, including in the Management Section, Regional Security Office and Office of Public Affairs. In the absence of the Protocol Professional Associate, takes lead responsibility for oversight of the Embassy's protocol function.

Major Duties and Responsibilities

Assists with the planning and execution of events at the official residence of the Ambassador and the DCM, including designing, preparing suggested text, printing, and mailing of invitations and associated details such as place cards, menu cards, seating charts, etc. Coordinates with RSO and front office to arrange the admission of guests to embassy compound and security procedures. Records invitation acceptances and regrets received and issued by the front office.

- Under the direction of the Protocol Professional Associate, coordinates events at the CMR and DCMR, including greeting guests, signing of guest book, introduction of the Ambassador and spouse, and ensuring successful completion of event.
- Liaises with Consulates on events the Ambassador or the DCM may host or attend in their consular region, including formulating wording for invitations, mailing invitations, and tracking RSVPs for those events.

- Working with the Protocol Professional Associate and the OMS, coordinates courtesy calls by high level Australian Government officials/foreign Ambassadors/VIPs, following protocol guidelines.
- Drafts official correspondence including diplomatic notes, condolence letters, and thank you notes for the Ambassador and senior members of staff; coordinates with front office in notifying diplomatic missions and DFAT of the Ambassador's travel abroad.
- Liaises with the Ambassador, the DCM, and Embassy section heads in preparing guest lists for official functions including July 4th.
- Advises the Ambassador and the DCM on developing contacts and potential invitees to events, where appropriate, consistent with public diplomacy goals.
- Participates in the upkeep of the AESOP mission contact database and makes revisions and updates as warranted. Maintains database entries for Ambassadorial schedule and contact reporting requirements. Prepares analyses of contacts data for Ambassador's use in anticipation of events and meetings regarding prior encounters with the Ambassador.
- In conjunction with the Protocol Professional Associate, maintains contact in person and by telephone, correspondence, and/or email with government officials, members of the diplomatic corps, business/academic/political/cultural figures, visiting delegations/dignitaries at the highest levels, VIPs, etc.
- Coordinates with the CMR & the DCR staff on event planning and dignitary visits. Coordinates with front office and the Australian Federal Police on logistics, guest lists, travel arrangements, reservations, and details for Ambassador's official travel and all events outside the embassy.
- Prepares briefing materials for the Ambassador's and DCM's public events, including bios on individuals, guest lists, timelines of events, and information on appropriate attire.
- Assists with the arrangements for ceremonial duties performed by the Ambassador and the DCM such as wreath laying and proposal of toasts.
- Advises the Ambassador (and as needed the DCM) regarding the presentation of representational gifts on courtesy calls, to guests, etc. Orders and assists with the preparation and distribution of representational gifts, flowers, etc when required for ceremonial purposes.
- Maintains adequate supplies of stationery, invitation cards, place cards, envelopes, etc. and reorders when necessary, after consulting with the Front Office.
- Prepares for mailing holiday greeting cards for the Ambassador and maintains a list of holiday cards received by the Ambassador.
- Records gifts received by the Ambassador, including working with the Ethics Counselor to ensure gifts are properly documented and can be ethically accepted.
- Maintains a thorough understanding of the history of the Embassy, and provides tours to guests, when approved by the Ambassador.
- Assists in the planning of the COM's travel throughout Australia and abroad.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of Year 12 (Higher School Certificate/High School Diploma) is required.
2. Minimum of four years progressively responsible administrative experience is required. At least two of those years must have been as a secretary or personal assistant to an executive-level employee with business or official entertaining responsibilities is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. A solid understanding and knowledge of protocol standards and etiquette as practiced in Australian society, government and the diplomatic community and consistent with other international protocol standards is required.
5. Excellent writing skills are required.
6. Excellent organization, customer service, interpersonal, and communication skills are required.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their

employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

or via email to: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS JULY 27, 2012

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

APPENDIX

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References